Your Phone

The Cisco IP Phone 8800 Series

The Cisco IP Phones 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR deliver easy-to-use, highly secure voice communications.

Figure 1: The Cisco IP Phone 8800 Series

The following table shows the major hardware features of the Cisco IP Phone 8800 Series.

Table 1: Cisco IP Phone 8800 Series Major Features

Features	8811	8841	8845	8851	8851NR	8861	8865	8865NR
Screen	Grayscale	Color	Color	Color	Color	Color	Color	Color
USB Ports	0	0	0	1	1	2	2	2
Built-in Camera	No	No	Yes	No	No	No	Yes	Yes
Wi-Fi	No	No	No	No	No	Yes	Yes	No
Bluetooth	No	No	Yes	Yes	No	Yes	Yes	No
Cisco Intelligent Proximity	No	No	Yes	Yes	No	Yes	Yes	No

Your phone must be connected to a network and configured to connect to a call control system. The phones support many functions and features, depending on the call control system. Your phone may not have all functions available, based on the way your administrator has set up the phone.

To make or receive a video call, you must use the Cisco IP Phone 8845, 8865, or 8865NR. The other phones in the Cisco IP Phone 8800 Series only support audio calls.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone does not display any additional features.

To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.

Note You should save the box and packaging for the Cisco IP Phone 8845, 8865, and 8865NR. The cameras on these phones are fragile. If you move the phone, we recommend that you pack the phone into the original box to protect the camera. For more information, see Protect Your Video Phone Camera, on page 15.

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

New and Changed Information

You can use the information in the following sections to understand what has changed in the document. Each section contains the major changes.

New and Changed Information for Firmware Release 12.8(1)

Table 2: New and Changed Information for Firmware Release 12.8(1)

Feature	New or Changed Content
Feature control changes	Mark Your Calls as Spam Turn Off the Lower Your Voice Alert
Phone Data Migration	Replace Your Existing Phone with a New Phone, on page 14
Simplify Extension Mobility Login with a Cisco Headset 500 Series	Sign into Extension Mobility with Your Cisco Headset, on page 17 Associate Your Headset with Your User Information

New and Changed Information for Firmware Release 12.7(1)

The following table shows the changes made for Firmware Release 12.7(1).

Table 3: Cisco IP Phone 8800 User Guide Revisions for Firmware Release 12.7(1)

Revision	Updated Section
Updated for mark a call as unwanted	Mark Your Calls as Spam
Updated for wallpaper support on key expansion modules.	Change the Wallpaper
Updated for Lower your voice.	Turn Off the Lower Your Voice Alert
Updated for Select Key LED and Energy Savings.	Energy Savings, on page 39 Turn Off the Select Key LED for Energy Save Mode
Updated for E-hook.	Enable Electronic Hookswitch Control on Your Phone
Updated for Cisco Headset 730 support	Headsets Supported Accessories Cisco Headset 700 Series Cisco Headset 730 Buttons and Hardware Cisco Headset Customization and subsections for Cisco Headset 700 Series Customization
Updated for hunt group calls on Call Alert	Answer a Call Within Your Hunt Group
Cisco Headset 500 Series Firmware Release 1.5 Change	Erase All Bluetooth Pairings

Revision	Updated Section
General changes	In certain circumstances, users who dialed a number that was busy received the reorder tone. With this release, the user hears the busy tone. Updated the LED states, based on the line mode: Softkey, Line, and Feature Buttons, on page 23 New section Phone Icons, on page 24 Updated Enhanced Line Mode, on page 40 for string change.

New and Changed Information for Firmware Release 12.6(1)

All references into Cisco Unified Communications Manager documentation have been updated to support all Cisco Unified Communications Manager releases.

The following table shows the changes made for Firmware Release 12.6(1).

Table 4: Cisco IP Phone 8800 User Guide Revisions for Firmware Release 12.6(1)

Revision	Updated Section
Updated for improved Session line mode	Normal Line Mode, on page 40
Updated for improved Enhanced line mode	Enhanced Line Mode, on page 40

New and Changed Information for Firmware Release 12.5(1)SR3

All references into Cisco Unified Communications Manager documentation have been updated to support all Cisco Unified Communications Manager releases.

The following table shows the changes made for Firmware Release 12.5(1)SR3.

Table 5: Cisco IP Phone 8800 User Guide Revisions for Firmware Release 12.5(1)SR3

Revision	Updated Section
Added support for Reset Headset Settings	Reset Cisco Headset Settings from Your Phone
New topic	Phone Keypad Characters, on page 22
New topic	Share a Network Connection with Your Phone and Computer, on page 10
New topic	Protect Your Video Phone Camera, on page 15

New and Changed Information for Firmware Release 12.5(1)SR2

No user guide updates were required for Firmware Release 12.5(1)SR2.

Firmware Release 12.5(1)SR2 replaces Firmware Release 12.5(1) and Firmware 12.5(1)SR1. Firmware Release 12.5(1) and Firmware Release 12.5(1)SR1 have been deferred in favor of Firmware Release 12.5(1)SR2.

New and Changed Information for Firmware Release 12.5(1)SR1

The following table describes changes to this book to support Firmware Release 12.5(1)SR1.

Table 6: Cisco IP Phone 8800 User Guide revisions for Firmware Release 12.5(1)SR1.

Revision	Updated Section
Cisco Headset 561 and 562	Cisco Headset 500 Series
Cisco Headset 561 and 562 Multibase	Cisco Headset 560 Series Multibase
Whisper Paging on Cisco Unified Communications Manager Express	Intercom Calls
Chinese Language Support	Chinese Language Support, on page 27
Connect with Activation Code Onboarding	Connect with Activation Code Onboarding, on page 12
Disable handset so audio path can be kept on headset	Audio Path Selection

New and Changed Information for Firmware Release 12.1(1)SR1

The following table describes changes to this book to support Firmware Release 12.1(1)SR1.

Table 7: Cisco IP Phone 8800 User Guide revisions for Firmware Release 12.1(1)SR1.

Revision	Updated Section
Updated for Simplified Line Label and Incoming Calls in Enhanced Line Mode.	Enhanced Line Mode, on page 40
Updated for Cisco Wallpaper on Key Expansion Modules.	Cisco IP Phone 8800 Key Expansion Module

New and Changed Information for Firmware Release 12.1(1)

The following table describes changes to this book to support Firmware Release 12.1(1).

Table 8: Cisco IP Phone 8800 User Guide revisions for Firmware Release 12.1(1).

Revision	Updated Section
Updated for Cisco Headset 521 and 522.	Cisco Headset 500 Series and Cisco Headset 521 and 522 Controller Buttons and Hardware
Updated for Call History.	View Your Recent Calls

Revision	Updated Section
Added for Accessibility enhancements	Accessibility Features for the Cisco IP Phone 8800 Series, on page 29 and the included sections such as Voice Feedback, on page 35 Enable Voice Feedback from Accessibility Adjust Voice Speed
Updated for Incoming Call Notifications and Call Alert.	Enhanced Line Mode, on page 40
Updated for Cisco Headset 531 and Cisco Headset 532.	Cisco Headset 500 Series Test Your Microphone Adjust Your Speaker Sidetone Adjust Your Bass and Treble Adjust Your Microphone Volume
Updated for Speed Dial navigation.	Make a Call with a Speed-Dial Button
Updated for Speed Dial Button.	Add a Speed Dial Button from Your Phone Modify a Speed Dial Button from Your Phone Delete a Speed Dial Button from Your Phone

New and Changed Information for Firmware Release 12.0(1)

The following table describes changes to this book to support Firmware Release 12.0(1).

Table 9: Cisco IP Phone 8800 User Guide revisions for Firmware Release 12.0(1).

Revision	Updated Section
Updated for new key expansion module	Cisco IP Phone 8800 Key Expansion Module

New and Changed Information for Firmware Release 11.7(1)

The following table describes changes to this book to support Firmware Release 11.7(1).

Table 10: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.7(1).

Revision	Updated Section
Updated for video call enhancements	Video Calls
Updated for new user experience	Badged Icons, on page 26 Phone Screen Features, on page 24 Enhanced Line Mode, on page 40

New and Changed Information for Firmware Release 11.5(1)SR1

The following table describes changes to this book to support Firmware Release 11.5(1)SR1.

Table 11: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1)SR1.

Revision	Updated Section
Updated for Cisco IP Phone 8865NR support	The Cisco IP Phone 8800 Series, on page 1 Set Up Wi-Fi Client, on page 10 Buttons and Hardware, on page 20 Supported Accessories
Updated for Video with Closed Shutter	Stop Your Video
Updated for MLPP and Do not disturb support	Turn On Do Not Disturb Prioritized Calls Answer a Priority Call
Updated for Wi-Fi sign support	Set Up Wi-Fi Client, on page 10 Connect to a Preconfigured Wi-Fi Network, on page 11

New and Changed Information for Firmware Release 11.5(1)

The following table describes changes to this book to support Firmware Release 11.5(1).

Table 12: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1).

Revision	Updated Section
Updated the following sections for Enhance Line Mode.	• Differences Between Phone Calls and Lines , on page 26. • Ignore a Call. • Decline a Call. • Phone Line Modes, on page 39. • Normal Line Mode, on page 40. • Enhanced Line Mode, on page 40.
Added the following section for Postpone a Phone Upgrade	Phone Firmware and Upgrades, on page 38
Revised the following section for Do Not Disturb	Turn On Do Not Disturb

Revision	Updated Section
Added Connect to a Pre-Configured Wi-Fi Network	Connect to a Preconfigured Wi-Fi Network, on page 11

New and Changed Information for Firmware Release 11.0

The following table describes changes to this book to support Firmware Release 11.0.

Table 13: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.0.

Revision	Updated Section
Removed references to specific font size.	Change the Font Size.
Updated the following section for improved Barge and Merge support.	Add Yourself to a Call on a Shared Line
Revised the following section for the improved Problem Report Tool support.	Report All Phone Issues , on page 42
Added new icon to the following section for Do Not Disturb(DND).	Turn On Do Not Disturb
Updated the following section for Welcome screen.	Connect to Expressway, on page 13

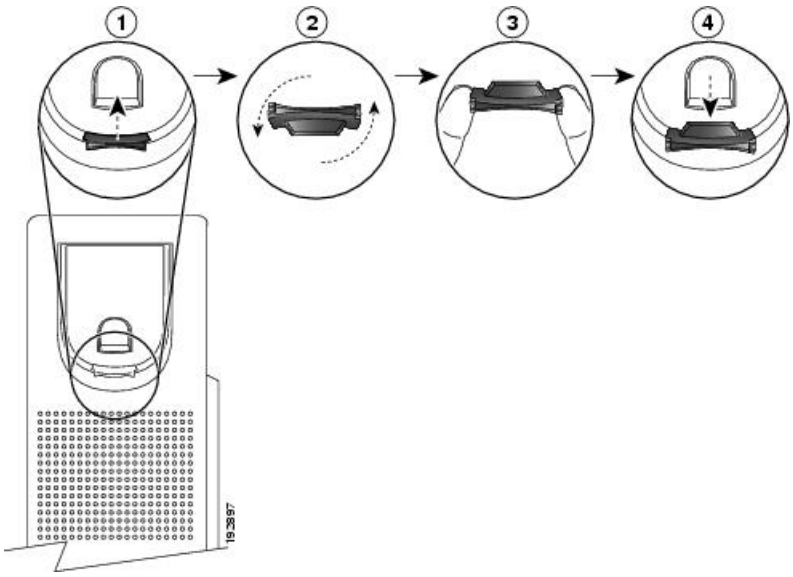
Phone Setup

Your administrator sets up your phone and connects it to the network. If your phone is not set up and connected, contact your administrator for instructions.

Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

Figure 2: Adjust the Handset Rest



Procedure

Step 1 Remove the handset from the cradle and pull the plastic tab from the handset rest.

Step 2 Rotate the tab 180 degrees.

Step 3 Hold the tab between two fingers, with the corner notches facing you.

Step 4 Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

Step 5 Return the handset to the handset rest.

Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen. If your phone has a video camera, you can change the angle to improve the camera view.

Procedure

Step 1 Hold the receiver in the cradle with one hand.

Step 2 Move the footstand with the other hand to change the angle.

Step 3 (Optional) Adjust the footstand on the key expansion module and ensure that the phone and key expansion module are stable.

Step 4 (Optional) Press **Self-view** to check the camera angle.

Connect to the Network

You need to connect the phone to the network.

- Wired network connection—The phone is plugged into the network with an Ethernet cable.
- Wireless connection—The Cisco IP Phone 8861 and 8865 can connect to a Wireless Access Point using Wi-Fi.

After connecting the phone to the network, your phone may be set up for:

- Virtual Private Network (VPN)—Your phone connects to a protected network.
- Mobile and Remote Access Through Expressway—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server.

Share a Network Connection with Your Phone and Computer

Both your phone and your computer must connect to your network to function. If you only have one Ethernet port, then your devices can share the network connection.

Before you begin

Your administrator must enable the PC port in Cisco Unified Communications Manager before you can use it.

Procedure

Step 1 Connect the phone SW port to the LAN with an Ethernet cable.

Step 2 Connect your computer to the phone PC port with an Ethernet cable.

Set Up Wi-Fi Client

The Cisco IP Phone 8861 and 8865 can access a Wi-Fi network. You need a power adapter to power the phone. The Cisco IP Phone 8865NR cannot be used with a Wi-Fi network.

Note The phone PC port is disabled when Wi-Fi is enabled on your phone.

Before you begin

Your administrator needs to configure settings on the call control system to enable Wi-Fi access.

Procedure

Step 1 If the phone is plugged into the Ethernet, unplug the Ethernet cable.

Step 2 Press **Applications** .

Step 3 Navigate to **Admin settings** > **Network setup** > **Wi-Fi client setup** > **Wi-Fi sign in access**.

Step 4 Navigate to **Wireless** and press **On**.

Step 5 Navigate to **Wi-Fi sign in access** and press **On**.

Step 6 Press **Apply** to save the changes, or press **Revert** to cancel the changes.

Connect to a Preconfigured Wi-Fi Network

You can connect to a Wi-Fi network with your Cisco IP Phone 8861 and 8865. But the Cisco IP Phone 8865NR does not support Wi-Fi.

Depending upon how your phone is configured, you could be required to sign in when you join a Wi-Fi network or when your phone powers up.

You cannot dismiss the Wi-Fi sign-in window without entering the correct username and password.

Procedure

Step 1 Enter your Wi-Fi credentials when prompted.

Step 2 Select **Sign-in**.

Connect to a VPN

You connect to your VPN in one of two ways:

- By entering credentials (username and password, or just a password)
- With a certificate

If you have a certificate installed on your phone, you do not need to do anything. Your phone automatically connects to the VPN.

Procedure

Step 1 When prompted, enter your VPN credentials.

Step 2 Select **Sign-in**.

Set up a Phone for Use with VPN

Before you begin

To complete this procedure, you must have a valid TFTP server address. If you do not have this information, contact your administrator.

You cannot use the Wi-Fi client with the Cisco IP Phone 8865NR.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Admin settings**.
Step 3 Select one of the following menu items:

- All phones connected to the Ethernet: **Ethernet setup**
- Cisco IP Phone 8861 and 8865 users that use Wi-Fi: **Network setup** > **Wi-Fi client setup**

Step 4 Select **IPv4 Setup**.
Step 5 Navigate to **Alternate TFTP** and choose **On**.
Step 6 Select **TFTP server 1**.
Step 7 Enter your TFTP server address in the **TFTP server 1** field.
Step 8 Press **Apply**.
Step 9 Press **Continue**.
Step 10 Press **Exit**.

Connect with Activation Code Onboarding

If your network has been configured to support this feature, then you can use Activation Code Onboarding to connect to your company's phone network.

Enter an Activation Code

Activation codes are used to set up your new phone. They can only be used once, and expire after 1 week. Contact your administrator if you don't know your code or if you need a new one.

Procedure

Step 1 Enter your activation code on the activation screen.
Step 2 Press **Submit**.

Activate Your Phone with a QR Code

If your phone has a camera, you can scan a QR code to activate the phone. If you inadvertently press **Enter manually**, press **Back** to return to the QR code screen.

Before you begin

You need the QR code for your phone. If you are assigned to a phone, then the code is available on the Self Care Portal. But your administrator may have blocked you from viewing this information.

Codes are valid for up to 1 week by default, and have an expiry date near the bottom of the graphic. If the code has expired or if you need a code, then contact your administrator.

Procedure

Step 1 Make the QR code ready with one of these methods:

- Print the email with the QR code and hold the paper in front of the phone camera.
- Display the QR code on your mobile device and hold the device in front of the phone camera.

Step 2 Turn the ring around the camera clockwise to open the shutter.

Step 3 Scan the QR code.
When the scan succeeds, your phone registers with the server, and you're ready to make your first call.

Connect to Expressway

You can use Mobile and Remote Access Through Expressway to connect into your corporate network when you are working away from your office. Because your phone does not have a TFTP address configured, the phone displays a Welcome screen to begin the sign-in process.

Before you begin

If you have been using your phone at the office or with a VPN, reset your service mode before you connect to Expressway.

If you need to connect to Mobile and Remote Access Through Expressway on-premise, restart your phone and press **Select** when prompted.

Procedure

Step 1 Enter your activation code or service domain on the **Welcome** screen and press **Continue**.

Step 2 Enter your username and password.

Step 3 Press **Submit**.

Activate Your Phone Automatically with a QR Code

If your phone has a camera, you can scan a QR code to activate the phone. If you inadvertently press **Enter manually**, press **Back** to return to the QR code screen.

Before you begin

You need the QR code from your welcome message.

If the code from your welcome message has expired, generate an activation code for your device with the Self Care portal or request an activation code from your administrator.

Procedure

Step 1 Make the QR code ready with one of these methods:

- Print the email with the QR code and hold the paper in front of the phone camera.
- Display the QR code on your mobile device and hold the device in front of the phone camera.
- Display the QR code on your computer and hold the phone in front of the computer screen.

Step 2 Turn the ring around the camera clockwise to open the shutter.

Step 3 Scan the QR code.
When the scan succeeds, your phone registers with the server, and you're ready to make your first call.

Change the Service Mode

When your phone connects to the existing server, you hear a beep tone that exists for 5 seconds. You also view an alert message window which indicates that you can change the service mode to Huron.

Procedure

Step 1 To change the service mode:

- Press the **Select** key on the phone.
- Select **Settings** > **Admin Settings** > **Reset Settings** > **Service Mode**.

Your phone deactivates your VPN, and then restarts.

Step 2 Press **Reset** to change the service to Huron.

Step 3 Press **Cancel** to retain the existing service.

Secure the Phone with a Cable Lock

You can secure your Cisco IP Phone 8800 Series with a laptop cable lock up to 20 mm wide.

Procedure

Step 1 Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.

Step 2 Pass the lock through the looped end of the cable.

Step 3 Unlock the cable lock.

Step 4 Press and hold the locking button to align the locking teeth.

Step 5 Insert the cable lock into the lock slot of your phone and release the locking button.

Step 6 Lock the cable lock.

Replace Your Existing Phone with a New Phone

You can change your phone model. The change can be required for a number of reasons, for example:

- You have updated your Cisco Unified Communications Manager (Unified CM) to a software version that doesn't support the phone model.
- You wants a different phone model from their current model.
- Your phone requires repair or replacement.

Limitation: If the old phone has more lines or line buttons than the new phone, the new phone doesn't have the extra lines or line buttons configured.

The phone reboots when the configuration is complete.

Before you begin

Your administrator needs to set up Cisco Unified Communications Manager to enable the phone migration.

You need a new phone that hasn't been connected to the network or previously configured.

Procedure

Step 1 Power off the old phone.
Step 2 Power on the new phone.
Step 3 If prompted, enter your activation code.
Step 4 Select **Replace an existing phone**.
Step 5 Enter the primary extension of the old phone.
Step 6 If the old phone had a PIN assigned, enter the PIN.
Step 7 Press **Submit**.
Step 8 If you have several devices, select the device to replace from the list and press **Continue**.

Protect Your Video Phone Camera

The camera on your video phone is fragile and could break during transportation of the phone.

Before you begin

You need one of these:

- Original phone box and the packing material
- Packaging material, such as foam or bubble wrap

Procedure

Step 1 If you have the original box:
a) Place the foam on the camera in such a way that the lens is well-protected.
b) Place the phone in its original box.

Step 2 If you do not have the box, carefully wrap the phone with foam or bubble wrap to protect the camera. Ensure that the foam protects and surrounds the camera so that nothing can press against the camera from any direction or the camera may be damaged in transport.

Activate and Sign In to Your Phone

You may need to activate or sign in to your phone. Activation happens once for your phone, and connects the phone to the call control system. Your administrator gives you your sign-in and activation credentials.

Sign In to Your Phone

Before you begin

Get your user ID and PIN or password from your administrator.

Procedure

Step 1 Enter your user ID in the **User ID** field.

Step 2 Enter your PIN or password in the **PIN** or **Password** field, then press **Submit**.

Sign In to Your Extension from Another Phone

You can use Cisco Extension Mobility to sign in to a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets you up for the Cisco Extension Mobility service.

Before you begin

Get your user ID and PIN from your administrator.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Extension Mobility** (name can vary).

Step 3 Enter your user ID and PIN.

Step 4 If prompted, select a device profile.

Sign Out of Your Extension from Another Phone

Procedure

Step 1 Press **Applications** .

Step 2 Select **Extension Mobility**.

Step 3 Press **Yes** to sign out.

Sign into Extension Mobility with Your Cisco Headset

You can use Cisco Extension Mobility to sign in to a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets you up for the Cisco Extension Mobility service.

You plug your Cisco Headset 500 Series or Cisco Headset 730 into someone else's phone. The headsets need to use the USB or Y-cable to access this feature, or be paired and connected to the phone through the Cisco Headset 560 Series Standard Base or Cisco Headset 560 Series Multibase. The Cisco Headset 730 needs to connect to the phone with the USB cable. The Cisco Headset 730 USB dongle is not supported.

If your headset is not mapped to your user id, the first time you perform this procedure, phone may prompt you to map the headset to your ID and the Cisco Unified Communications Manager maps the headset to your user record. The prompt depends on configuration settings for the phone. When your headset is mapped to you, the phone gets your user ID, based on the headset serial number, and displays your ID in the Extension Mobility sign in screen.

Note If the headset is upgrading or you're on a call, the association can't be made. Wait until the upgrade is finished or the call is finished before you perform this procedure.

When you unplug the headset, you are signed out of Extension Mobility after a delay unless you confirm the sign-out.

If you move your wireless headset too far from the phone, the phone signs you out of Extension Mobility after a predetermined inactivity time.

You are also automatically signed out of Extension Mobility after a predetermined inactivity time.

Before you begin

A headset firmware upgrade can't be in progress.

The phone must be idle.

Procedure

Step 1 Plug your headset into the phone.

Step 2 If prompted, enter your user ID and PIN to map the headset to your user information.

Step 3 In the Extension Mobility screen, enter your user ID and PIN, and press **Submit**.

Step 4 If prompted, select a device profile.

Step 5 When finished, unplug your headset.

Step 6 Press **Sign out**.

Related Topics

Associate Your Headset with Your User Information

Self Care Portal

You can customize some phone settings with the Self Care portal web site, which you access from your computer. The Self Care portal is part of your organization's Cisco Unified Communications Manager.

Your administrator gives you the URL to access the Self Care portal, and provides your user ID and password.

In the Self Care portal, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.
- Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). Use the Self Care Portal to subscribe to a phone service before you access it on your phone.

If you use a Cisco IP Phone 8800 Key Expansion Module, then you can configure it for speed dial and other phone services.

The following table describes some specific features that you configure with the Self Care portal. For more information, see the Self Care portal documentation for your call control system.

Table 14: Features Available on the Self Care Portal

Features	Description
Call forward	Use the number that receives calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.

Features	Description
Additional phones	Specify the additional phones such as your mobile phone that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up these features: • Single number reach—Specify whether the additional phone should ring when someone calls your desk phone. • Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone.
Speed dial	Assign phone numbers to speed-dial numbers so that you can quickly call that person.

Related Topics

Phone Calls with Mobile Connect
Speed Dial
Forward Calls

Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (*)
- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

Example

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.

Related Topics

Calls That Require a Billing Code or Authorization Code
Phone Keypad Characters, on page 22

Buttons and Hardware

The Cisco IP Phone 8800 Series has two distinct hardware types:

- Cisco IP Phones 8811, 8841, 8851, 8851NR, and 8861—do not have a camera.
- Cisco IP Phones 8845, 8865, and 8865NR—have a built-in camera.

The following figure shows the Cisco IP Phone 8845.

Figure 3: Cisco IP Phone 8845 Buttons and Hardware

The following table describes the Cisco IP Phone 8800 Series Buttons.

Table 15: Cisco IP Phone 8800 Series Buttons

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera Cisco IP Phone 8845, 8865, and 8865NR only	Use the camera for video calls.
3	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions. When adding features to the phone line keys, you are limited by the number of line keys available. You cannot add more features than the number of line keys on your phone. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter.
4	Softkey buttons	Access to functions and services. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter.
5	**Back**, Navigation cluster, and **Release**	**Back** Return to the previous screen or menu. Navigation cluster Navigation ring and **Select** button—Scroll through menus, highlight items and select the highlighted item. **Release** End a connected call or session.

6	**Hold/Resume**, **Conference**, and **Transfer**	**Hold/Resume** Place an active call on hold and resume the held call. **Conference** Create a conference call. **Transfer** Transfer a call.
7	**Speakerphone**, **Mute**, and **Headset**	**Speakerphone** Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. **Mute** Toggle the microphone on or off. When the microphone is muted, the button is lit. **Headset** Toggle the headset on. When the headset is on, the button is lit. To leave headset mode, you pick up the handset or select **Speakerphone** .
8	**Contacts**, **Applications**, and **Messages**	**Contacts** Access personal and corporate directories. **Applications** Access recent calls, user preferences, phone settings, and phone model information. **Messages** Autodial your voice messaging system.
9	**Volume** button	Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Phone Keypad Characters

The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **Nine (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**), **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

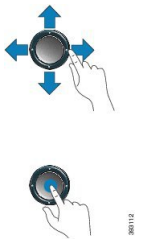
Table 16: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? -_ & %
Zero (0)	(space) , ! ^ ' " |
Asterisk (*)	+ * ~ ` < >
Pound (#)	# $ £ □ \ ( ) { } [ ]

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner **Select** button of the Navigation cluster to select menu items.

Figure 4: Navigation Cluster



If a menu item has an index number, you can enter the index number with the keypad to select the item.

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More ...** softkey shows you that more functions are available.
- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
  - Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.
  - Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status.

LED Color and State	Normal Line Mode: Line Buttons	Normal Line Mode: Feature Buttons Enhanced Line Mode
Green, steady LED	Active call or two-way intercom call, held call, privacy in use	Active call or two-way intercom call, privacy in use
Green, flashing LED	Not applicable	Held call
Amber, steady LED	Incoming call, reverting call, one-way intercom call, logged into a Hunt Group	One-way intercom call, logged into a Hunt Group
Amber, flashing LED	Not applicable	Incoming call, reverting call
Red, steady LED	Remote line in use, Remote line on hold, Do Not Disturb active	Remote line in use, Do Not Disturb active
Red, flashing LED	Not applicable	Remote line on hold

Your administrator can set up some functions as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

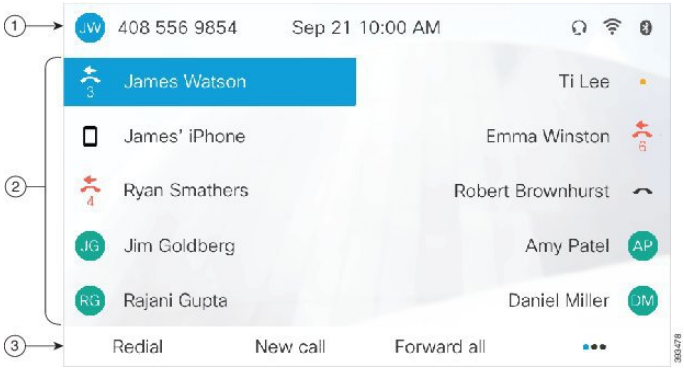
Related Topics

Phone Line Modes, on page 39

Phone Screen Features

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section, and the footer row.

Figure 5: Cisco IP Phone 8800 Screen



The following table describes the Cisco IP Phone screen components.

Table 17: Cisco IP Phone Screen Information

1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.
2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Phone Icons

Your phone screen displays many icons. This section gives images of the common icons

Icons are in color or grayscale, depending on the screen.

Lines

Icon	Description
	Line/Directory Number
	Speed dial
	Intercom

Icon	Description
	Held call
	Active call

Shared Lines

Icon	Description
	Incoming call on shared line.
	Shared line active by another user.

Recents

Icon	Description
	Incoming call
	Outgoing call
	Missed call

Bluetooth Icons

If your phone model supports Bluetooth, you see these icons.

Table 18: Bluetooth Icons

Icon	Description
	Bluetooth is turned on.
	A device is connected with Bluetooth.
	Bluetooth is turned on but no device is connected.

Wi-Fi Network Icons

If your phone is connected to the Wi-Fi network, you see these icons.

Table 19: Network Icons

Icon	Description
	Wi-Fi connected and the number of bars indicates the signal strength.
	There is no Wi-Fi connection

Clean the Phone Screen

Procedure

If your phone screen gets dirty, wipe it with a soft, dry cloth.

Caution Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Badged Icons

If you have missed calls, the missed call icon, and a counter showing the number of missed calls, display on your phone desktop. If you receive a voicemail, the missed call icon changes to the voicemail icon and voicemail counter until you listen to your messages.

In addition, if you have more than one call on a line, either the held icon or the off hook icon change to show the number of calls.

Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- Lines—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.
- Calls—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs.

  Only one call can be active at any time; other calls are automatically placed on hold.

  Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

USB Ports

Your phone may have one or more USB ports. Each USB port supports a maximum of five USB devices. Each device connected to the port is included in the maximum device count, including any Key Expansion Modules.

For example, your phone can support five USB devices on the side port and five additional standard USB devices on the back port. Many third-party USB products contain more than one USB device, and thus count as more than one device.

If you use a USB hub and remove the USB cable from the phone during an active call, your phone might restart.

Related Topics

The Cisco IP Phone 8800 Series, on page 1

Mobile Device Charging

You can use the USB ports on your phone to charge your mobile device if the device has a USB connection. The following ports support USB charging:

- Side port—Provides standard device charging.
- Back port (Cisco IP Phone 8861, 8865, and 8865NR only)—Provides standard device charging as well as fast-charging.

Your phone continues to charge the mobile device while it is in power-saving mode but stops charging in Power Save Plus mode.

When you use your phone to charge your mobile device, the following conditions apply:

- A short delay may occur before charging begins.
- In some situations, your device will not display the charging icon. For example, the icon may not display when the device is fully charged.
- When more than one Cisco IP Phone 8800 Key Expansion Module is attached to your phone, the back USB port cannot fast-charge the device.

If you unplug your tablet and immediately plug in a USB headset to the phone, a 3-second delay occurs before the phone recognizes the USB headset.

Related Topics

Energy Savings, on page 39

Chinese Language Support

You can input Chinese characters and have Chinese displays on your phone by selecting 拼音. This feature is supported on speed dial, call history, and personal and corporate directories.

This feature is supported on both the phone and the key expansion modules. But, it is only available in Asian countries and only Chinese (China) is supported. Chinese input is based on the Pinyin input method, which is common to PCs and mobile phones in many Asian countries.

This feature requires the Chinese locale installer, but it does not require any additional configuration.

Search Call History

Chinese input is based on the Pinyin input method, which is common to PCs and mobile phones in many Asian countries.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Recents**.

When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.

Step 3 Select **ABC**.

Step 4 Select 拼音.

Step 5 Use the navigation cluster and the keypad to select your input.

Add a Speed Dial Button from Your Phone

Chinese users can configure a speed dial button from your phone, if you cannot access the Self Care Portal. Chinese input is based on the Pinyin input method, which is common to PCs and mobile phones in many Asian countries.

Procedure

Step 1 Press and hold a line key for 2 seconds.

Step 2 Select 拼音.

Step 3 In the Name field, enter the name of the speed-dial number.

Step 4 In the Number field, enter the phone number. Include all the digits that are required to complete the call.

Step 5 Select **Apply** to save your speed-dial number.

Add a New Contact to Your Corporate or Personal Directory

Chinese users can store the contact information for friends, family, or coworkers. Chinese input is based on the Pinyin input method, which is common to PCs and mobile phones in many Asian countries.

Procedure

Step 1 Press **Contacts** .

Step 2 Select Personal directory or Corporate directory.

Step 3 Select 拼音.

Step 4 Enter first name, last name, and optionally a nickname.

Step 5 Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**.

Bluetooth and Your Phone

If your phone supports Bluetooth, use a Bluetooth headset and connect your mobile phone or tablet to the phone.

Bluetooth connections work best when you're within 3 to 6 feet (1 to 2 meters) from your phone, but you might be able to be as far away as 66 feet (20 meters). The Bluetooth connection can degrade if you have a barrier (wall, door, window), large metal object, or other electronic devices between your phone and the connected device.

To connect a mobile device or headset to your phone with Bluetooth, start by pairing the device with your phone. You can pair up to 50 mobile devices and Bluetooth headsets with the phone.

After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

When you use a Bluetooth headset and mobile devices with your phone, keep these things in mind:

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can connect one mobile device (phone or tablet) and one Bluetooth headset at the same time.
- The phone can connect to only one paired mobile device at a time. If your mobile phone is connected and you turn on your tablet, the tablet connects to the phone and the mobile phone disconnects.
- When your Bluetooth headset and your mobile device are connected to the phone, you cannot use the Bluetooth headset to answer desk phone calls from the mobile device.

Related Topics

Pair a Mobile Device with Your Desk Phone
The Cisco IP Phone 8800 Series, on page 1

Accessibility Features for the Cisco IP Phone 8800 Series

The Cisco IP Phone 8800 Series provide accessibility features for the blind, and the visually-, hearing-, and mobility-impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features. For Cisco Unified Communications Manager (Release 10.0 and later), these pages are the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are the User Options web pages.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: http://www.cisco.com/go/accessibility

Hearing-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 6: Hearing-Impaired Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the hearing-impaired accessibility features on the Cisco IP Phone 8800 Series.

Table 20: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator. To change the light or the audible voice-message indicator, sign in to the phone support pages and access the message-indicator settings. You can change each setting to on or off. Your administrator can also change your settings.
2	Visual notification of phone state	• Toggle the **Mute** and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Item	Accessibility Feature	Description
3	Adjustable ringtone, pitch, and volume	• Select **Applications** > **Preferences**. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.
4	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 7: Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the vision-impaired and blind accessibility features on the Cisco IP Phone 8800 Series.

Table 21: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.

Item	Accessibility Feature	Description
2	Line, feature, and session buttons on the Cisco IP Phone • Line and feature buttons are to the left of the LCD. Session buttons are to the right of the LCD. • For locales that read right to left, such as Arabic, session buttons are on the left and the line and feature buttons are on the right.	Use line buttons to start, answer, or switch to a call on a particular line. Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons. Your administrator sets up programmable feature buttons on your phone. Use session buttons to perform tasks, such as answering a call or resuming a held call. Colors indicate your phone's status: • Green, steady—Active call or two-way intercom call. • Green, flashing—Held call. • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to a hunt group. • Amber, flashing—Incoming call or reverting call. • Red, steady—Remote line in use (shared line or line status). • Red, flashing—Remote line on hold.
3	Back-lit color LCD screen on the Cisco IP Phone • The Cisco IP Phone 8811 has a grayscale LCD with adjustable contrast.	Allows you to adjust your phone screen's brightness.
4	Softkeys • These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.
5	Navigation Cluster (includes the Navigation ring and the **Select** button) • The Navigation cluster is located just above the keypad. • **Back** button to the left of the Navigation cluster • **Release** button to the right of the Navigation cluster	Use the Navigation ring to move up, down, left, and right in the phone LCD. The **Select** button is in the center of the Navigation cluster. Use the **Back** button to return to the previous screen or menu. Use the **Release (End Call)** button to end a call or session.

Item	Accessibility Feature	Description
6	**Messages** button, **Applications** button, and **Contacts** button • These three large buttons are located to the left of the keypad. • In this group of buttons, the **Messages** button is the single button in the top row. Below the **Messages** button, the **Applications** button is on the left, and the **Contacts** button is on the right.	Allow you to easily access your messages, applications, and contacts.
7	**Hold** button, **Transfer** button, and **Conference** button • These three large buttons are located to the right of the keypad. • In this group, the **Hold** button is the single button in the top row. Below the **Hold** button, the **Transfer** button is on the left, and the **Conference** button is on the right.	Allow you to use these functions on your phone.
8	**Volume** key • This key is located at the bottom left of the phone.	Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone. Press the right side of the rocker key to increase the volume; press the left side of the rocker key to decrease the volume.
9	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
10	**Headset**, **Speakerphone**, and **Mute** buttons • These buttons are located on the bottom right of the phone. • In this group, the **Mute** button is the single button in the bottom row. Above the **Mute** button, the **Headset** button is on the left, and the **Speakerphone** button is on the right.	Provide audible notification of the phone state: • Toggle the **Headset**, **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Headset** button to toggle the headset on. When the headset is on, the button is lit. Pick up the handset or select **Speakerphone** to leave headset mode. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Adjustable Footstand

You can adjust the footstand to provide optimum phone display viewing and easy access to all buttons and keys.

Voice Feedback

Voice Feedback helps people vision problems to use their Cisco IP Phone. When enabled, a voice prompt helps you navigate your phone buttons, and to use and configure phone features. The voice also reads out incoming Caller IDs, displayed screens and settings, and button functions.

Here are a few important items to keep in mind as you use this feature.

- Voice Feedback is enabled and disabled with the **Select** button that is located in the center of the Navigation cluster. When the phone is idle, quickly tap **Select** three times to turn this feature on or off. A voice prompt alerts you to the feature status.
- Push a softkey once, and Voice Feedback reads out the feature that is associated with the key. Quickly push the softkey twice to execute the feature.
- Hard keys, such as the Contacts, Applications, and Messages buttons, are treated differently. Push a hard key once, and a voice reads out the screen name followed by the application or setting that is displayed on the phone.

Volume is adjusted with the **Volume** button. To adjust your handset volume, lift the receiver from the cradle, and press **Volume**. If you use a headset, select the **Headset** button, and then **Volume**. If you use the speakerphone, select **Speakerphone** and **Volume**.

You may not hear Voice Feedback if you select the **Headset** button, but don't have a connected headset. Select **Speakerphone** and you hear Voice Feedback again.

When on a call, only you hear Voice Feedback so your privacy is assured. Voice Feedback is only available for English language users. If this feature is not available to you, then it is disabled on your phone.

Related Topics

Enable Voice Feedback from Accessibility
Adjust Voice Speed

Mobility-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.

Figure 8: Mobility-Impaired Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the mobility-impaired accessibility features on the Cisco IP Phone 8800 Series.

Table 22: Mobility-Impaired Accessibility Features.

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to hunt group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or Line Status)
2	Large buttons to access **Applications**, **Messages**, **Contacts**, **Hold**, **Transfer**, and **Conference**	Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features.
3	Built-in speakerphone	Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit.
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Cisco IP Phone 8800 Series Wall Mount Kit Accessibility

The Cisco IP Phone 8800 Series phones can be mounted on a wall using one of the following wall mount kits:

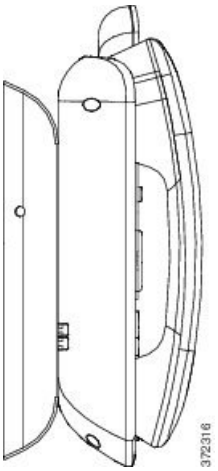
- Wallmount Kit for Cisco IP Phone 8800 Series—used to mount a single phone on the wall.
- Wallmount Kit for Cisco IP Phone 8800 Series with single KEM—used to mount a single phone with one attached key expansion module on a wall.
- Wallmount Kit for Cisco IP Phone 8800 Video Series—used to mount a single video phone on the wall.

The Wallmount Kit for Cisco IP Phone 8800 Series and Wallmount Kit for Cisco IP Phone 8800 Series with single KEM meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The Wallmount Kit for Cisco IP Phone 8800 Video Series is slightly larger and does not meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The following figure shows a side view of the phone with the wall mount kit installed.

Figure 9: Side View of the Phone Installed with the Wall Mount Kit



Phone Firmware and Upgrades

Your phone comes pre-installed with firmware that is specific to the call control system.

Occasionally, your administrator upgrades the phone firmware for you. This upgrade happens when you are not using your phone because the phone resets to use the new firmware.

Postpone a Phone Upgrade

When new firmware is available, the **Ready to upgrade** window is displayed on your phone and a timer begins a 15-second countdown. If you do nothing, the upgrade proceeds.

You can postpone your firmware upgrade for 1 hour and up to 11 times. The upgrade is also postponed if you make or receive a phone call.

Procedure

Select **Delay** to postpone a phone upgrade.

View the Progress of a Phone Firmware Upgrade

During a phone firmware upgrade, you can view the upgrade progress.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Phone information** > **Show detail**.
Step 3 Press **Exit**.

Energy Savings

Your administrator can reduce the amount of power your phone screen uses with the following options:

- Power Save—The backlight or screen turns off when the phone is inactive for a set interval.
- Power Save Plus—Your phone screen turns on and off at times that are based on your work schedule. If your work hours or work days change, you can contact your administrator to reconfigure your phone.

For example, your administrator can set your phone to alert you 10 minutes before it turns off. You get a message that your phone is turning off soon and you get notifications at these intervals:

- Four rings at 10 minutes before power off
- Four rings at 7 minutes before power off
- Four rings at 4 minutes before power off
- 15 rings at 30 seconds before power off

If your phone is active, it waits until it has been inactive for a set interval before it notifies you of the pending power shutdown.

Turn On Your Phone

When your phone turns off to save energy, the phone screen is blank and the **Select** button lights up.

Procedure

Press **Select** to turn your phone back on.

Phone Line Modes

Your phone can be set up in one of these modes:

- Normal line mode—In this mode, the buttons to the left and right of the screen have different functions. Usually, the left buttons are the line buttons and the right buttons are the feature buttons. The line and feature buttons are reversed for locales that read from right to left. This mode is also known as session line mode.
- Enhanced line mode—In this mode, the buttons on the left and right of the screen can be set up as line buttons. This mode increases the number of phone lines that you can see and use. You see an alert for an incoming call.

Related Topics

Softkey, Line, and Feature Buttons, on page 23

Normal Line Mode

When your phone is set up for normal (Session) line mode, you interact with the phone in these ways:

- Use the New call window to place a call.
- Select **Answer** to answer a call, unless your phone is set up for an Incoming Call alert. If your phone is set up for an Incoming Call alert, select **Answer**, **Decline**, or **Ignore**.
- Five line keys are available. If your phone is connected to your mobile device or tablet with Bluetooth, only four line keys are available.

Firmware release 12.6(1) introduced an improved Session line mode. Now all of your outgoing calls are handled with the primary line unless you select another line. If you have calls on multiple lines, the calls are handled in sequence. When the last call ends, your phone reverts to the primary line.

Enhanced Line Mode

When your phone is set up for Enhanced line mode, you interact with the phone in these ways:

- Select a phone line and enter the phone number to make calls. The Recents list displays phone numbers similar to the number being dialed.
- Select **Answer**, **Decline**, or **Ignore** to answer calls.
- Ten line keys are available.

  You can see your missed calls by selecting a line key to view the missed calls for that line in the call window. The missed call counter clears when you return to the idle screen.

If you use Enhanced line mode, you will see the line label display the following information for your calls:

- The name of the person or line receiving the call.
- Firmware Release 12.6(1): The word “On” followed by the name of the person or line used to make the call.

  Firmware Release 12.7(1) and later: The word “For” followed by the name of the person or line used to make the call.

Forwarded calls are also identified.

Additional Help and Information

If you have questions about the functions available on your phone, contact your administrator.

The Cisco website (https://www.cisco.com) contains more information about the phones and call control systems.

- For quick start guides and end-user guides in English, follow this link:

  https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html

- For guides in languages other than English, follow this link:

  https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-translated-end-user-guides-list.html

- For licensing information, follow this link:

  https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-licensing-information-listing.html

Accessibility Features

Cisco IP Phones provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the accessibility features on these phones, see http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-technical-reference-list.html.

You can also find more information about accessibility at this Cisco website:

http://www.cisco.com/web/about/responsibility/accessibility/index.html

Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.
- The call control system has communication or internal problems.
- Your phone has internal problems.

If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Phone information**.
Step 3 (Optional) Press **Show detail** to view the active load information.
Step 4 Press **Exit**.

Report Call Quality Issues

Your administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on the configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Procedure

Step 1 Press **Report quality**.
Step 2 Scroll and select the item that closely matches your problem.
Step 3 Press the **Select** softkey to send the information to your system administrator.

Report All Phone Issues

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs, and to report problems to your administrator. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

Procedure

Step 1 Press **Applications** .
Step 2 Select **Phone information** > **Report problem**.
Step 3 Enter the date and time that you experienced the problem in the Date of problem and Time of problem fields.
Step 4 Select **Problem description**.
Step 5 Select a description from the displayed list, then press **Submit**.

Lost Phone Connectivity

Sometimes your phone loses its connection to the phone network. When this connection is lost, your phone displays a message.

If you are on an active call when the connection is lost, the call continues. But, you don't have access to all normal phone features because some functions require information from the call control system. For example, your softkeys might not work as you expect.

When the phone reconnects to the call control system, you'll be able to use your phone normally again.

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